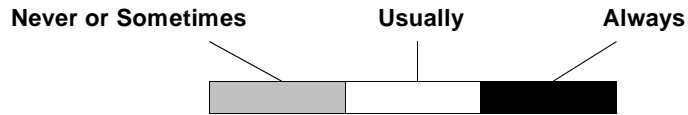


Courteous and Helpful Office Staff

This chart summarizes the responses to survey questions 24 and 25 contained in the composite, "Courteous and Helpful Office Staff." Individual question-level responses immediately follow.



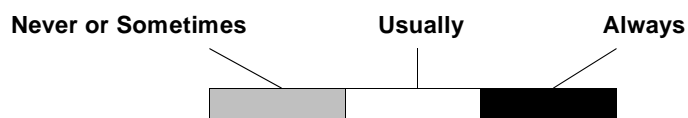
WA State FFS Adult Responses (n=543)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Courteous and Helpful Office Staff

Q24. "In the last 6 months, how often did office staff at doctor's office or clinic treat you with courtesy and respect?"



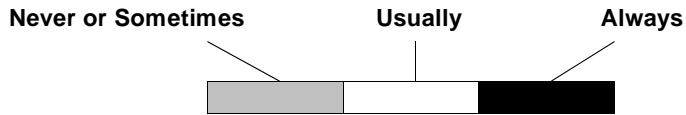
WA State FFS Adult Responses (n=539)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Courteous and Helpful Office Staff

Q25. "In the last 6 months, how often were office staff at your doctor's office or clinic as helpful as you thought they should be?"



WA State FFS Adult Responses (n=538)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.